

Executive Order 2004-03
Establishing the Governor's Council on 2-1-1 and the Governor's 2-1-1
Community Advisory Committee

WHEREAS, a 2-1-1 multi-tiered plan to establish a system to facilitate the public's access to community, social service and disaster prevention and response information is needed in the State of Arizona; and

WHEREAS, establishing a coordinated system at a statewide level to ease the public's ability to access these vital services is a critical component of Arizona's efforts to disseminate information and respond to critical incidents including those related to Arizona's homeland security; and

WHEREAS, a fully integrated 2-1-1 system will allow the public and social service providers to access information about various social services through a single information network by dialing 2-1-1 or accessing an Internet website housing a comprehensive database of resources statewide;

NOW, THEREFORE, I, Janet Napolitano, Governor of the State of Arizona, by virtue of the authority vested in me by the Constitution and laws of this State, hereby order and direct as follows:

1. The *Governor's Council on 2-1-1* is created to implement a multi-tiered response and information plan in the State of Arizona.
2. The *Governor's Council on 2-1-1* shall be chaired by the Governor of the State of Arizona, and in his/her absence, by the Director of the Government Information Technology Agency, each of whom shall have the power to convene the *Governor's Council on 2-1-1*.
3. The *Governor's Council on 2-1-1* shall be comprised of the following nine (9) members, each of whom shall be appointed by the Governor, and serve, without compensation, at the pleasure of the Governor:
 - Director, Government Information Technology Agency;
 - Director, Governor's Office of Homeland Security;
 - Director, Department of Economic Security;
 - Director, Department of Health Services;
 - Director, Department of Environmental Quality;
 - Director, Governor's Office for Children, Youth and Families;
 - Director, Department of Public Safety;
 - Director, Department of Transportation; and

- Director, Arizona Health Care Cost Containment System.
4. Members of the *Governor's Council on 2-1-1* shall attend meetings, vote in person and not send designees to attend meetings in their place.
 5. The *Governor's Council on 2-1-1* shall develop and oversee the implementation of a statewide 2-1-1 system, including, among other things:
 - Defining the processes, protocols and policies governing the implementation, management and ongoing operations of the state's 2-1-1 system;
 - Establishing standards for the creation of the state's 2-1-1 system and its call center(s) operations;
 - Identifying and maximizing the leveraging of resources to establish and sustain the state's 2-1-1 system;
 - Assisting Arizonans in accessing critical health and safety information in times of emergency;
 - Establishing 2-1-1 call center(s) that will ensure the prompt and efficient dissemination of information by highly trained call center representatives;
 - Integrating the 2-1-1 system with other public safety, homeland security and social service initiatives;
 - Working with the Arizona Corporation Commission and telecommunication providers to establish statewide 2-1-1 service that is free to the public;
 - Meeting quarterly with, and considering the recommendations on the items listed above of, the *Governor's 2-1-1 Community Advisory Committee*.
 6. The *Governor's 2-1-1 Community Advisory Committee* (the "*Community Advisory Committee*") is hereby created. The Director of the Government Information Technology Agency, who shall have the power to convene the *Community Advisory Committee* and report on its activities and recommendations to the *Governor's Council on 2-1-1*, shall chair the *Community Advisory Committee*.
 7. The *Community Advisory Committee* shall be comprised of the following ten (10) members, each of whom shall be appointed by the Governor, and serve, without compensation, at the pleasure of the Governor:
 - One representative from the City of Phoenix;
 - One representative from the City of Tucson;
 - One representative from a county government with a large urban population;
 - One representative from a recognized tribal sovereign nation in the State of Arizona;
 - Two representatives from rural city or county governments;

- One representative from an organization that currently funds Information and Referral/2-1-1 systems;
- One representative from an existing Information and Referral provider;
- One representative from a nonprofit organization that coordinates service providers; and
- One representative from a nonprofit organization that coordinates disaster relief delivery.

8. The *Community Advisory Committee* shall:

- Meet at least quarterly with the *Governor's Council on 2-1-1*;
- Convey to the *Governor's Council on 2-1-1* information pertinent to impact on select populations of the proposed 2-1-1 plan and its implementation;
- Make recommendations about items detailed above as directed by the *Governor's Council on 2-1-1*; and
- Assist the *Governor's Council on 2-1-1*, and others as appropriate, in reaching out to local communities regarding the state's 2-1-1 initiative.

IN WITNESS WHEREOF, I have hereunto set my hand and caused to be affixed the Great Seal of the State of Arizona.

GOVERNOR

DONE at the Capital in Phoenix, Arizona this ____ day of February Two Thousand Four.

ATTEST:

SECRETARY OF STATE